

ILR's Tier 2 Targeted ACL Review

**New Trainings
Data-Tracking
Community Services**

**ILR Launches Innovative
Transition and Relocation
Services for Consumers**

Purpose of the Workshop

to offer a window into the OILP Tier 2 Targeted Review process from a CIL viewpoint.

The Nature of the Workshop

to glean insights and learn more about a CIL's organic response to the review process, and

to better understand creative and effective responses in a Corrective Action Plan (CAP).

ILR's Targeted Tier 2 Review Responses

- Explore barriers to gathering/reporting data,
- Start new staff training model & data tracking, and
- Launch innovative outreach to reach the houseless and youth/young adult consumers with relocation and/or transition goals.

Five Learning Goals Today

- 1) Understand Tier 2 Review & Corrective Action Plan (CAP) from a CIL viewpoint
- 2) Explore ILR's PPR goals and services data tracking barriers for Youth/Young Adult Transitions & Consumer Relocations
- 3) Understand definitions for Youth/Young Adults in Transition & Consumers Relocating from Nursing Homes or Institutions
- 4) Review updated staff data-tracking training, supervision and quality assurance methods for more effective federal reporting, and
- 5) Discover benefits of Rent Well outreach services to the houseless and youth/young adult transition populations

1st Learning Goal

Understanding the Tier 2 Targeted Review & Corrective Action Plan (CAP) from a CIL Viewpoint

OILP Review Team

Erica McFadden, OILP Director

Ann Denton, non-federal reviewer with CIL experience

CIL Review Team

Barry Fox-Quamme, ILR Executive Director

Cathy Wenberg, ILR Deputy Director for IL Programs

Resources: To better understand the tier 2 process, please refer to page 19 from the following link:

https://acl.gov/sites/default/files/programs/2019-12/1%20COMP_Guide.pdf

ACL OILP Email Notice Sept 15, 2023

For the last three years, your CIL has shown a lack of consumers served under institution transition, which is a required core service by the CILs, per the Act. Therefore, we have placed you in a tier 2 Risk Evaluation, or yellow flag, status.

We would like to schedule a meeting . . . to conduct a focused review which would include discussing current status and to establish a plan for addressing the concerns .

. .

This is an opportunity for your CIL to highlight its strengths, but also to inform us regarding the barriers you're experiencing so we can better support the CIL.

1st Learning Goal

Understanding the Tier 2 Targeted Review & Corrective Action Plan (CAP) from a CIL Viewpoint

ILR Learned from the Review

A greater appreciation for the nuances around Youth/Young Adult Transition Services and Nursing Home/Institutional Relocations

(Staff category anxiety and conflation examples)

How a broader definition of “Institution” would better capture consumer service data already present in consumer’s Independent living plans.

We were able to review consumer records and more accurately capture and report relocation services data and report it in our 2022-2023 PPR.

ILR’s Tier 2 Review Process

ACL OILP Email Notice: Sept 15, 2023

1st Tier 2 Review Mtg.: Sept 22, 2023

ILR Provides 5th Core Brief: 9 pages

Monthly OILP Coaching: Ann Denton

Corrective Action Plan: Fall 2023

Implemented CAP: Jan. - June 2024

Closed CAP: Summer 2024

Opened Fiscal Review: August 2024
Noted 2020-2021⁵ Single Audit Findings

1st Learning Goal

Understanding the Tier 2 Targeted Review & Corrective Action Plan (CAP) from a CIL Viewpoint

ILR Learned from the Review

ILR realized that it was necessary to expand access to residential and healthcare institutions to be able to identify housing options for people with disabilities and then facilitate relocations from nursing homes and related institutions.

The Housing Relocation Problem

In Oregon, in order to become eligible to relocate from a nursing home into more independent community living, the DHS Case Management system requires that specific housing be secured before beginning the relocation process. Our decades-long housing crisis made this requirement a true barrier.

ILR Briefing Highlights

Background to ILR Reporting Zero Relocations (2020-2023)

The absence of ILR's PPR Relocation reporting took place during the pandemic when nursing homes, groups homes, institutions were not allowing peer supports into the buildings.

Systems Advocacy: Institutional Access

We turned our attention to proactive systems advocacy eventually resulting in traditional institutions allowing one support person a day to enter facilities. We saw this as being in compliance with the 5th Core Service.

1st Learning Goal

Understanding the Tier 2 Targeted Review & Corrective Action Plan (CAP) from a CIL Viewpoint

Systems Advocacy: Housing Lessons Learned

- One answer is Expanding Supportive Housing
- Responding to Consumer Access Needs Takes Time

ILR responded by placing a staff peer advocate on Portland Area Housing Bond Advisory Boards.

After 4 years this systems advocacy is now seeing new supportive housing options. In the last 6 to 9 months, ILR has finally begun relocating consumers into new, supportive housing due to a \$1 Billion community investment in expanded housing options.

Background to ILR Reporting Zero Relocations (2020-2023)

The Portland Housing Problem

Oregon had the 2nd highest 2023 rate of unsheltered people in the country .

Portland had the highest percentage (62%) of its homeless population being unsheltered among major US cities.

In Multnomah County (2023), 6,297 people were homeless (PIT). Only 2,353 were in shelters or transitional housing. Portland's homeless population grew by 51% (20-23).

- What are CIL relocation options when hospitals discharge to the street?
- When DHS won't begin the relocation approval process until specific housing is secure?

1st Learning Goal

Understanding the Tier 2 Targeted Review & Corrective Action Plan (CAP) from a CIL Viewpoint

ILR Also Learned from the Review

The Value of Broadening Definitions

ILR learned that OILP has a broader definition of “Institutional relocation” than the one that we were using.

Review of ILR’s consumer records for the previous 2022-2023 reporting year revealed that ILR had worked with many consumers who had goals meeting this broader definition of relocating from a restricted living model to a more independent living model that provided broader opportunities for autonomy, choice and self-determination.

So let’s look at definitions in our 2nd learning goal this afternoon

2nd Learning Goal

Exploring PPR goals & services data-tracking barriers for Youth/Young Adult Transitions & Consumer Relocations

ILR's Staff Had CSR Charting Challenges

- Inconsistent Peer Counselor Contact Notes
- Rehab Act Service Categories Not Plain Words (forced to use non-consumer language)
- Overlap with Medicaid ADRC Categories Created Anxiety (What if I make a mistake?)

Solution

Build Common Training, along with Progressive Supervision and a Quality Assurance (QA) Process

Corrective Action Plan

Needed Key Elements

Clarify definitions of 5th Core Service

- Youth/Young Adult Transitions
- Relocations to More Independent Community Living
- Understand the Nature of Institutional Living Settings & Related Restrictions
- Consistent Definition for Institution?
- Advocate for a 5th Core Service Compliance Section in PPR

3rd Learning Goal

Definitions for Youth/Young Adults in Transition & Consumers Relocating from Nursing Homes or Institutions

Updated Definitions Benefited Us All

Youth/Young Adults in Transition

- Youth in Transition (YTP: 14-24)
Post-Secondary, Drop-Outs, YTP, GED
Any services that increase independence and helps transition to adulthood.
- VR Collaborative Opportunities (15% Rule)

Youth/Young Adult Transition

Collaborative Opportunities

School Districts (Advocacy, Resources)

- Class visits to CILs (come to us)
- Family Transition Fairs (to them)
- CIL-Based VRC College Student Interns

Non School-Based Engagement

- Post-Secondary
- Drop-Outs
- YTP (Like above with school districts)
- GED Programs (Community Colleges, Refugees Relocation, Youth Shelters)

3rd Learning Goal

Definitions for Youth/Young Adults in Transition & Consumers Relocating from Nursing Homes or Institutions

Updated Definitions Benefited Us All

Relocating to More Independent Community Life

- Traditionally from Nursing Home
- Question: What Are Other Institutions?

Is Living More Independent Living Self-Evident?

- How do we ensure that relocation to greater independence is consumer directed/defined?

What is an institution that restricts independence?

“Institutions are places or situations in which we live where a lack of self-determination or choice is institutionalized with limited autonomy”

Barry Fox-Quamme

Here are Possible Examples of Institutionalized Living

(consumer choice has the final say)

- Nursing Homes
- Group Homes
- Group Foster Care
- Shelters (Traditional/RV Parks)
- Car-Camping
- Couch Surfing
- Living the “Van” Life/RVs

4th Learning Goal

Updated Staff Training Methods, Leads to Effective Federal Reporting

ILR's CAP Solutions Included

- Staff Training (February 2024)
- Progressive Supervision (Ongoing)
Weekly IL Staff Individual Supervision
Weekly IL Team Group Supervision
- Quality Assurance (QA) Oversight
Deputy Director Reviews All New CSRs
ADRC/CMS Coordinator Runs QA Reviews
- 2022-23 PPR Relocations: 7 Goals/6 Complete

4th Learning Goal Today

ILR Staff Training Re Institutional Relocation also being from Homelessness

- Someone living on the street or in their car and we help get them relocate into a shelter, this is a successful relocation.
- A consumer in a shelter or hotel and we help get them into stable housing, this is a successful relocation

If a person gets on a housing waitlist, this is not a successful relocation.

They may maintain an open CSR for years with a relocation goal while waiting . . .

Someone decides to keep living on the street or in a car and does not relocate, this is not a successful relocation.

- If we collaborate with another agency and the consumer relocates to stable housing, this is a successful relocation.

5th Learning Goal

Innovative Outreach Leads to Increased Relocations to Independent Living

1) The Rent Well Model (3 Options)

- ILR Training Center (Come to us)
- City of Portland: Safe Rest Villages (SRVs)
RV Relocation Center (Go to them)
- YTP School District Pilots (Go to them)

2) Helps Consumers Respond to Barriers

Evictions, Poor Credit, History of Incarceration, Extended Houselessness, Addiction, Depression, Anxiety, Challenge of Adjusting to Community Life

Rent Well Context

- 80% of Portland's Un-Housed population report living with chronic disabilities.
- Connecting with Community Partners important to break down barriers to housing.
- ILR is Only Agency in the state providing Rent Well on location.
- Accessibility/Accommodations allow for success & high course completion rate.

5th Learning Goal

Innovative Outreach: Increased Relocations to Independent Living



- Rent Well was created in 2009 by “The Renters Education Alliance (REAL)”
- Standardized curriculum, graduates must complete all 6 sessions, developing a Housing Portfolio as a self-advocacy tool
- Graduates eligible for insurance certificate to offer landlords covering any potential property damages up to \$5,000

The Rent Well Model

The Rent Well Program is available from certified instructors in Oregon & Washington

Website: www.Rentwell.org

Phone 503-515-1328

5th Learning Goal

Rent Well: Overcoming Housing Barriers

Innovative Outreach: Increased Relocations to Independent Living

Program Features

- ▶ Curriculum designed to help overcome barriers to housing and provide up to date information on local and Federal housing laws
- ▶ 15 hour course
- ▶ Graduates receive access to a Landlord Incentive Fund (\$5,000) to provide to future landlord upon completing all requirements and graduating
- ▶ Less than 1% of graduates need to use the fund. Majority go on to be successful tenants.

Instructor Training

- ▶ Must complete the Tenant Educator Academy Certified Instructor Track.
- ▶ Recertification every 2 years
- ▶ ILR is the only agency in Oregon providing Rent Well specifically to the Disability community.
- ▶ Accommodations and accessibility proves key in students success!
- ▶ 24 Graduates since March 2024
- ▶ 99% Graduation rate
- ▶ 30% of Graduates have already transitioned into stable housing from homelessness.

5th Learning Goal

Innovative Outreach Leads to Increased Relocations to Independent Living

1) Housing Barriers:

Evictions, Poor Credit, History of Incarceration, Extended Houselessness, Addiction, Depression, Anxiety, Adjusting to Community Life

2) Implementing Rent Well: 3 Options

- **ILR Training Center (come to us)**
- **City of Portland: Safe Rest Villages RV Relocation Center (go to them)**
- **YTP School Districts (curriculum pilots)**

ILR Training Center (come to us)

**Rent Well offered at ILR: 15+ years
Graduated 100+ consumers**

Paused by Pandemic

Re-launched March 2024

- **Three cohorts graduated**
- **Nikki Dolan, Certified Instructor**
- **Supported by ILR's MSW Field-Work Students**

5th Learning Goal

Innovative Outreach Leads to Increased Relocations to Independent Living



ILR Training Center (come to us)
2024 Spring Graduates

Photo Description

Four adults smile as two Rent Well participants and two instructors celebrate graduation!

An African American man is seated in a blue sweater vest over a white t-shirt. Instructor Nikki Dolan in a red dress is standing with raised arm. An African American man in dark blue shorts and light blue t-shirt is standing with arms behind his back. Brandon, an ILR graduate student intern joins the group for the photo. He has dark hair and a plaid shirt.¹⁷

5th Learning Goal

Innovative Outreach Leads to Increased Relocations to Independent Living

1) Housing Barriers:

Evictions, Poor Credit, History of Incarceration, Extended Houselessness, Addiction, Depression, Anxiety, Adjusting to Community Life

2) Implementing Rent Well: 3 Options

- ILR Training Center (come to us)
- **City of Portland Safe Rest Villages RV Relocation Center (go to them)**
- YTP School Districts (curriculum pilots)

Safe Rest Villages (SRVs)

The city of Portland in collaboration with Multnomah County through the joint office of Homeless services, used Federal and local funding to expand shelter options for homeless adults (18+)

Culturally Specific SRVs

- LBGQTQ+ Village
- Queer Affinity Village
- BIPOC Village

Sunderland RV Center

1st site for transitional living, wrap around services & support

Max of 55 RVs and campers

Opened in 2023

Sunderland RV Park: Portland's effort to clean up homeless parked on city streets

Sunderland: Safe Rest RV Village

- ▶ Pandemic saw rise in homeless camps
- ▶ City's Solution: Safe Rest Villages (SRV)
- ▶ 1 of 8 SRV's offering a transition for those living in RV'S parked on streets
- ▶ Salvation Army oversees site operations and provides on-site case management
- ▶ Portland Department of Transportation (PDOT) is responsible for making first contact with campers and providing referrals to RV park

On-Site Services

- ▶ Sunderland provides 24/7 on site staff
- ▶ Wrap around trained staff services
- ▶ One hot meal a day + additional food pantry available upon request
- ▶ Six Bathrooms /Showers
- ▶ Twice a week RV waste pump services
- ▶ 24/7 Laundry room available free of charge. Detergent provided
- ▶ No set time limit on campers stay
- ▶ Medical/Dental van visits every month to provide free healthcare

5th Learning Goal

Innovative Outreach Leads to Increased Relocations to Independent Living



Sunderland RV Park (Go to them)
2024 August Graduates

Photo Description

Under a tree stand 11 adults with a black & white dog. Posing for the camera, the Rent Well participants celebrate graduating!

In the foreground are two picnic tables under a large outdoor fixed canopy where Rent Well classes are held weekly. The 11 adults are racially diverse wearing shorts and t-shirts. One couple is embracing.

5th Learning Goal

Innovative Outreach Leads to Increased Relocations to Independent Living

1) Housing Barriers:

Evictions, Poor Credit, History of Incarceration, Extended Houselessness, Addiction, Depression, Anxiety, Adjusting to Community Life

2) Implementing Rent Well: 3 Options

- ILR Training Center (come to us)
- City of Portland Safe Rest Villages
RV Relocation Center (go to them)
- **YTP School Districts** (curriculum pilots)

YTP School District Pilots

ILR is working with Reynolds School District and Portland Public Schools to explore options for piloting Rent Well for YTP students in 2025 -2026.

Reynolds School District

- East of Portland near Gresham
- Administrator meetings have been held with ILR
- Moving slowly, despite interest

Portland Public Schools

Largest Oregon School District
Excited about the concept
Also moving slowly

Purpose of the Workshop

We've offered you a window into the OILP Tier 2 Targeted Review process from a CIL viewpoint.

The Nature of the Workshop

We hope you've gleaned some insights about how ILR responded to the review, and understand how our Corrective Action Plan (CAP) responses were both creative and effective.

ILR's Targeted Tier 2 Review Responses

- We explore barriers to gathering/reporting data,
- We explained a new staff training & data tracking, and
- We outlined ILR's new, innovative outreach to the homeless and youth/young adult consumers with relocation & transition goals.

Your Presenters Today

- **Barry Fox-Quamme, ILR Executive Director**
Barry@ilr.org 503-422-5735
- **Nikki Dolan, ILR Independent Living Specialist,
ADRC Options Counselor, Certified Rent Well Instructor**
Nikkid@ilr.org 503-232-7411
 - We invite your comments and questions,
 - Now and after this afternoon's panel presentations